



# **PI Notifications for Actionable Information**

**Ken Marsh**

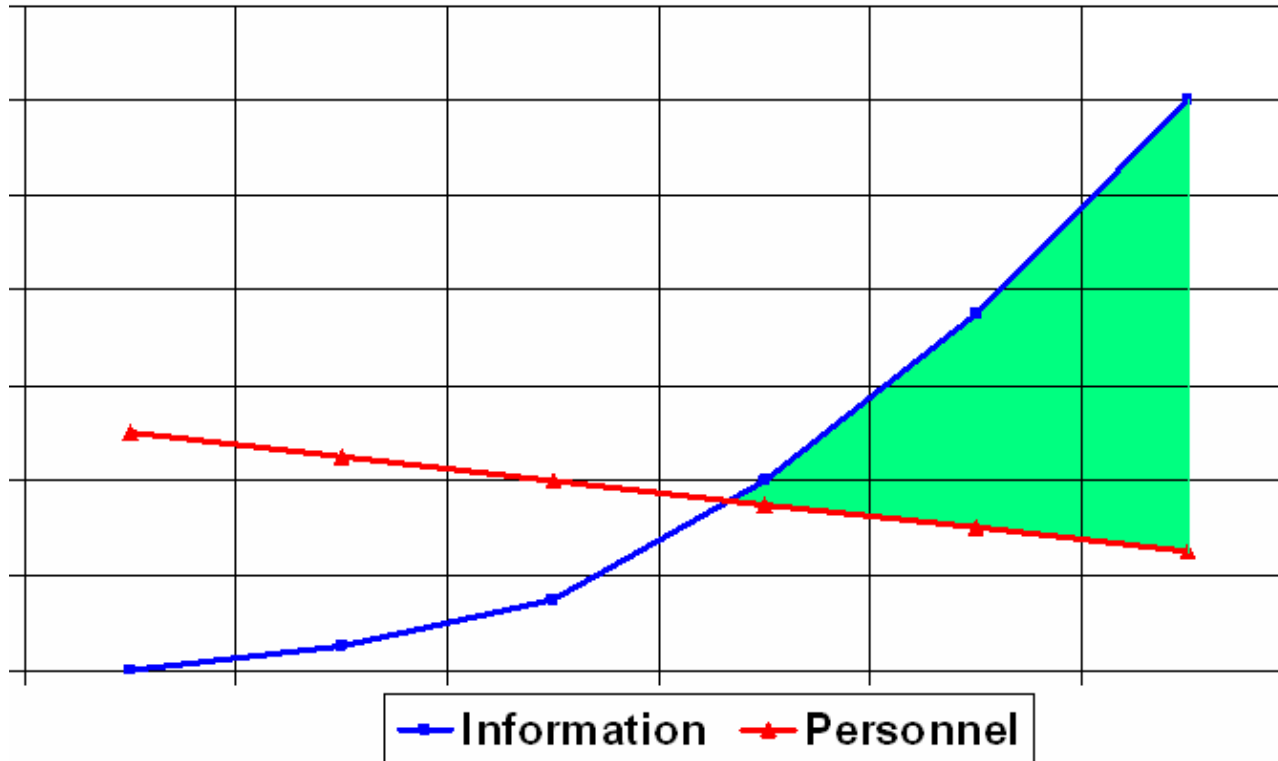
**Service Manger**

**OSI Software Asia**

# Talk Agenda

- Why Notifications: Business drivers shaping this product
- Feature map and architecture
- Conclusions and future direction

# Decision Overload



**Real-Time alerting is crucial!**

# The Cost of Inaction

- Safety
- Environment
- Downtime

# Notifications: Add Contacts

The screenshot displays the 'KENAFDB2 - PI System Explorer' application window. The interface includes a menu bar (File, Tools, View, Go, Help) and a toolbar with icons for Database, Query Date, Back, Check In, and other functions. The main area is divided into two panes. The left pane, titled 'Contacts', shows a tree view with folders for 'Contacts', 'Escalation Teams', 'Groups', and 'Delivery Endpoints'. Under 'Contacts', there are 'New search...' and 'Recent contacts' (listing Felicia Tan and Tom Chow). The right pane, titled 'Tom Chow', contains a form with the following fields:

Name:	<input type="text" value="Tom Chow"/>
Description:	<input type="text" value="Maintenance Shift Leader"/>
Department:	<input type="text"/>
Manager:	<input type="text" value="Bob Wilson"/>
<b>Web</b>	
Email address:	<input type="text" value="tchow@vdom1.org"/>
IM address:	<input type="text"/>
<b>Phone numbers</b>	
Business phone:	<input type="text"/>
Home phone:	<input type="text"/>
Mobile phone:	<input type="text" value="81278900"/>
Fax number:	<input type="text"/>
Pager:	<input type="text"/>

Below the main form, there are sections for 'Elements', 'Transfers', 'Library', 'Unit of Measure', 'MyPI', 'Notifications', and 'Contacts' (highlighted).

# Create New Notification

The screenshot displays the 'KENAFDB2 - PI System Explorer' application window. The interface is divided into a left-hand navigation pane and a main configuration area on the right.

**Left Panel (Notifications):**

- Buttons: New, X, Play, Stop, Folder
- List:
  - Tank 01 Overfilled
  - Tank 02 Overfilled
  - \* Tank 03 Overfill (selected)
- Other sections: Elements, Transfers, Library, Unit of Measure, MyPI, Notifications (highlighted), Contacts

**Main Panel (Tank 03 Overfill):**

Overview | Trigger | Content | Subscriptions | History

Name: Tank 03 Overfill

Description: A notification in the event that Tank 03 is filled beyond the design capacity. This could happen as a result of human error resulting in a spill

Status: Disabled

Categories: Environmental; Safety

Trigger: [Please configure a trigger.](#)

Content: [0 items of custom content available to subscribers](#)

Subscriptions: [0 subscriptions to this notification](#)

# Notifications: Create Trigger

The screenshot displays the 'KenaFDB2 - PI System Explorer' interface. The left sidebar shows a tree view with 'Notifications' selected. The main window is titled 'Tank 03 Overfill' and has tabs for 'Overview', 'Trigger', 'Content', 'Subscriptions', and 'History'. The 'Trigger' tab is active, showing a 'Target' field with the path '\\WKENSVR1\KENAFDB2\Malaysia\Johor\Johor Baharu\Terminal Ops\St' and a 'Select A Target...' button. Below the target is a 'Conditions' section with a 'New Condition' button and a table of conditions.

Rule	Configuration	Time True	Result ...	Priority
Comparison	Level > Max Level	0	OverFilled	Normal

Below the table is a 'Time Rule' dropdown set to 'Natural' and an 'Options' section with a checked checkbox 'Notify only on change in status'. There are also two 'Resend Interval' and 'Non Repetition Interval' fields, both set to '0' seconds.

# Notifications: Content

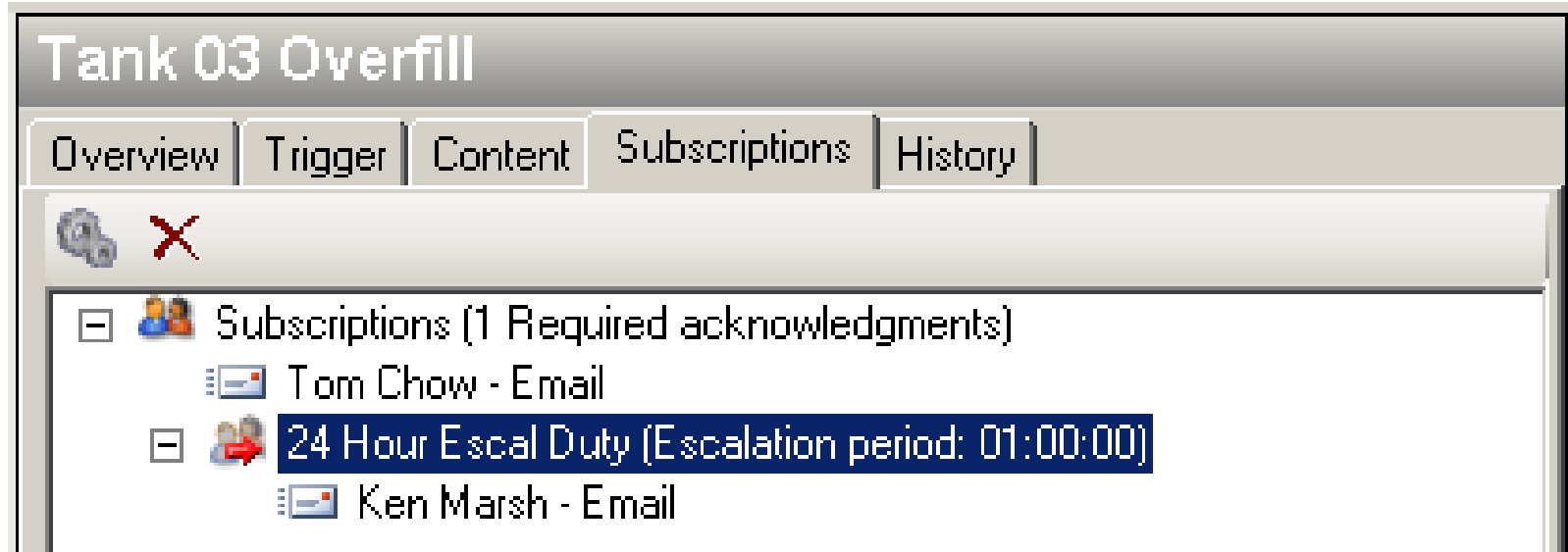
The screenshot shows the 'KENAFDB2 - PI System Explorer' interface. The left sidebar contains a 'Notifications' section with a list of notifications: 'Tank 01 Overfilled', 'Tank 02 Overfilled', and 'Tank 03 Overfill'. Below this are other sections: 'Elements', 'Transfers', 'Library', 'Unit of Measure', 'MyPI', 'Notifications', and 'Contacts'. The main window displays the configuration for 'Tank 03 Overfill'. The 'Content' tab is selected, showing a list of fields for standard content: Name, Description, Target, Start Time, End Time, Trigger Time, Trigger Value, Escalation Level, and Priority. Below this is the 'Trigger Input' field, which contains the path: '\\KENSVR1\KENAFDB2\Malaysia\Johor\Johor Baharu\Terminal Ops\Storage\Tank 003\Level'. The 'Link' field is currently empty, and a context menu is open over it, showing options: 'Add', 'Edit...', and 'Delete...'. The 'Add' option is selected, and a sub-menu is visible with options: 'Constant Value...', 'Attribute Value...', 'Web Link...', 'File...', and 'File Link...'. The 'Instant RTWebParts Tree' is visible in the background.







# Notifications: Subscriptions

The screenshot shows the KENAFDB2 - PI System Explorer interface. The main window has a menu bar (File, Tools, View, Go, Help) and a toolbar with icons for Database, Query Date, Back, Check In, and Apply Template. The left sidebar contains a tree view with categories: Elements, Transfers, Library, Unit of Measure, MyPI, Notifications (selected), and Contacts. The main area displays a 'Notifications' pane with a list of items: Tank 01 Overfilled, Tank 02 Overfilled, and Tank 03 Overfill. A dialog box titled 'Tom Chow\_Email' is open, showing configuration options for a notification template. The dialog includes a message: 'A Template is being created for you. These settings are global defaults. They will be used anywhere this Delivery endpoint is used.' The 'Contact Options' section has a checkbox for 'Notify on close' (unchecked), a 'Retry interval' of 0 seconds, and 'Maximum Retries' of 0. The 'Email Configuration' section has 'To Email' set to tchow@vdom1.org, 'From Email' set to notifications@vdom1.org (with 'Global' selected), and 'Importance' set to Normal. An 'OK' button is at the bottom right of the dialog. Below the dialog, there is a checkbox for 'Include Standard Content' which is checked. On the right side, a 'Contacts' pane shows a list of contacts: Arun Hirota, Bob Wilson, Felicia Tan, Ken Marsh, and Tom Chow. A yellow sticky note at the bottom right of the Contacts pane says 'Drag and drop contacts from this list.'

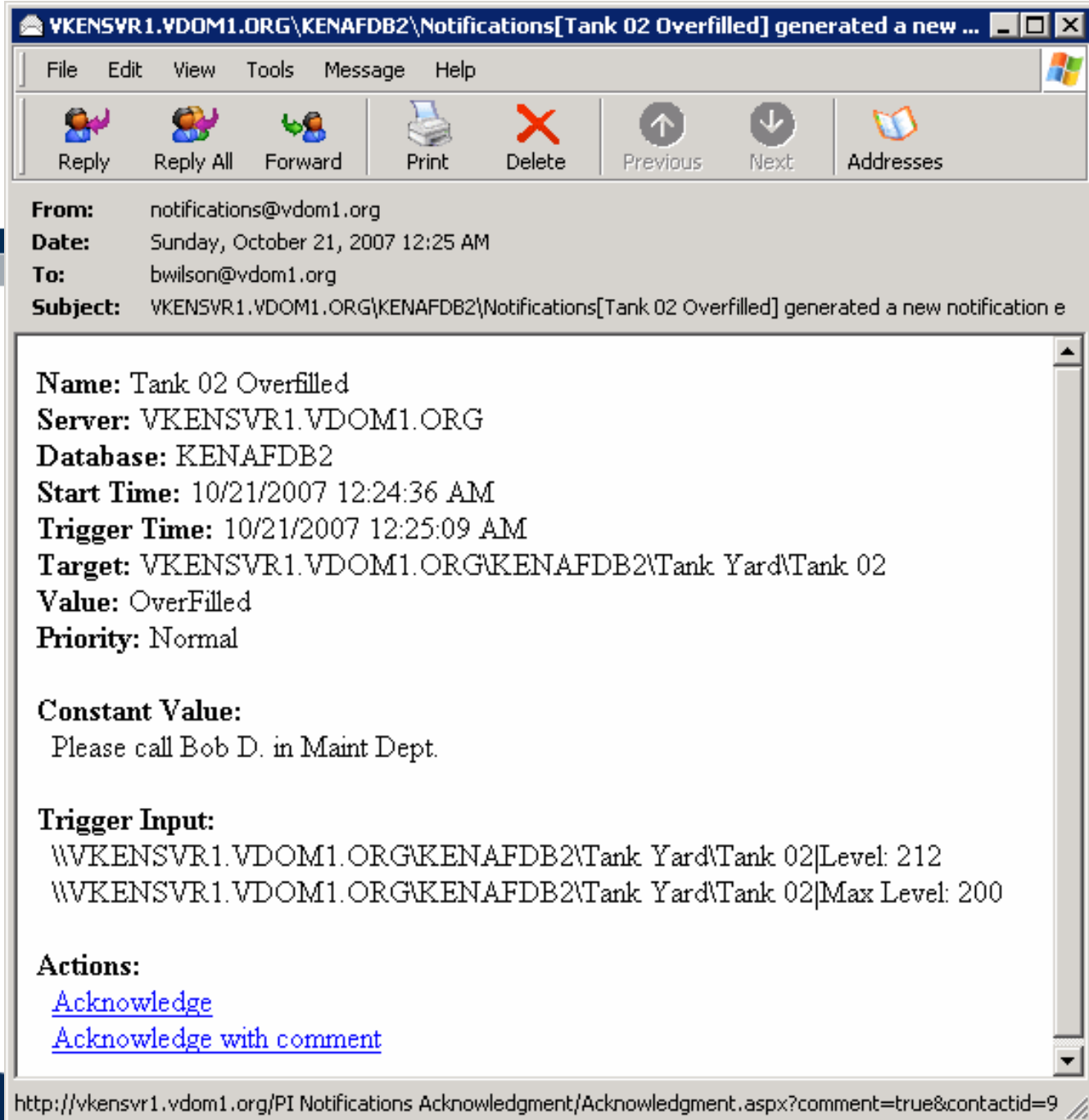
# Notifications: Escalation



The screenshot displays a notification window titled "Tank 03 Overfill". At the top, there are five tabs: "Overview", "Trigger", "Content", "Subscriptions", and "History". Below the tabs, there is a settings icon (gears) and a red "X" icon. The main content area shows a list of subscriptions:

- [-]  Subscriptions (1 Required acknowledgments)
  -  Tom Chow - Email
  - [-]  **24 Hour Escal Duty (Escalation period: 01:00:00)**
    -  Ken Marsh - Email

# Not

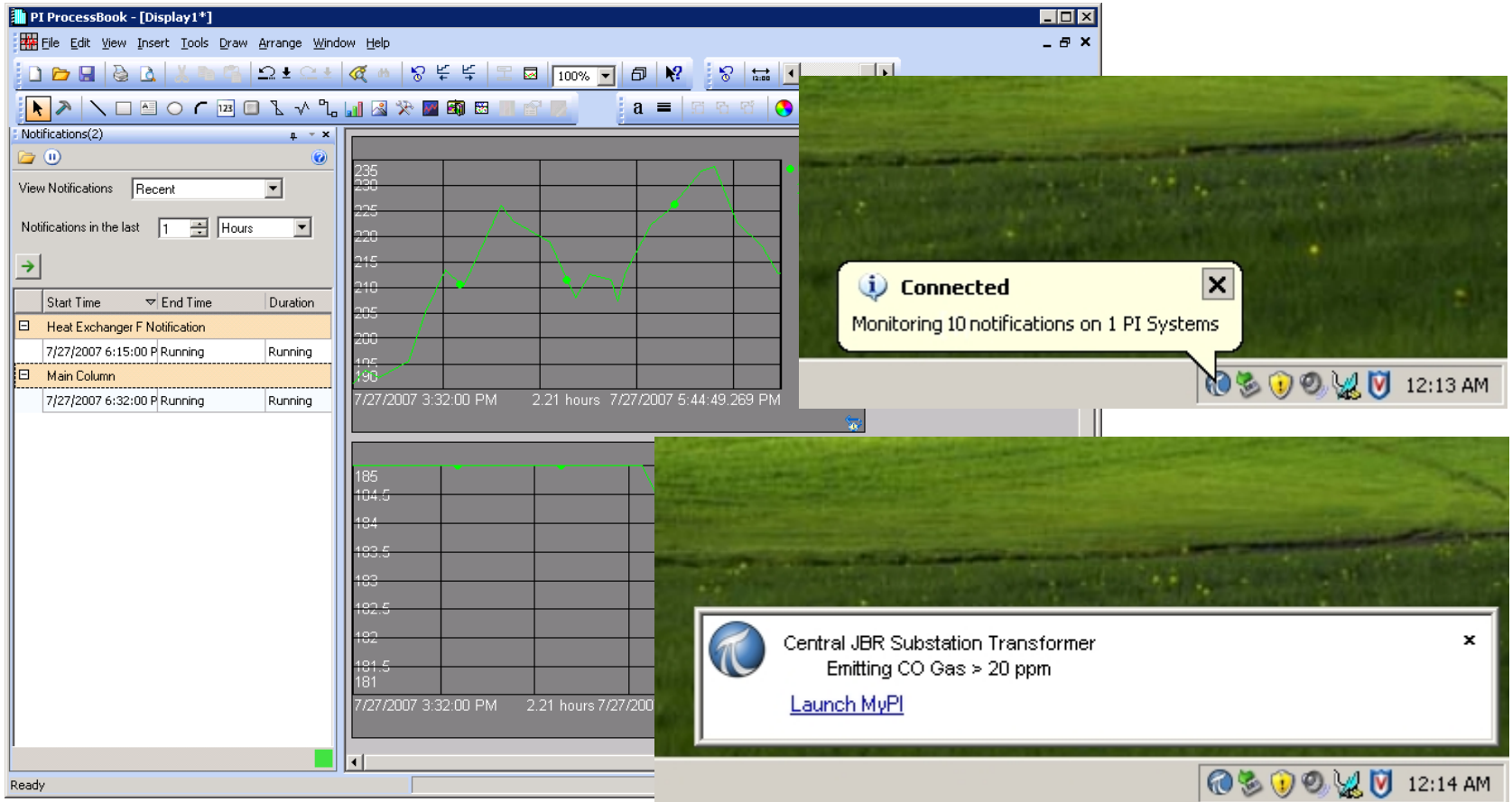


The screenshot shows a web browser window with the following details:

- Title Bar:** VKENSVR1.VDOM1.ORG\KENAFDB2\Notifications[Tank 02 Overfilled] generated a new ...
- Menu Bar:** File, Edit, View, Tools, Message, Help
- Toolbar:** Reply, Reply All, Forward, Print, Delete, Previous, Next, Addresses
- Message Headers:**
  - From:** notifications@vdom1.org
  - Date:** Sunday, October 21, 2007 12:25 AM
  - To:** bwilson@vdom1.org
  - Subject:** VKENSVR1.VDOM1.ORG\KENAFDB2\Notifications[Tank 02 Overfilled] generated a new notification e
- Message Body:**
  - Name:** Tank 02 Overfilled
  - Server:** VKENSVR1.VDOM1.ORG
  - Database:** KENAFDB2
  - Start Time:** 10/21/2007 12:24:36 AM
  - Trigger Time:** 10/21/2007 12:25:09 AM
  - Target:** VKENSVR1.VDOM1.ORG\KENAFDB2\tank Yard\tank 02
  - Value:** OverFilled
  - Priority:** Normal
  - Constant Value:**  
Please call Bob D. in Maint Dept.
  - Trigger Input:**  
\\VKENSVR1.VDOM1.ORG\KENAFDB2\tank Yard\tank 02|Level: 212  
\\VKENSVR1.VDOM1.ORG\KENAFDB2\tank Yard\tank 02|Max Level: 200
  - Actions:**
    - [Acknowledge](#)
    - [Acknowledge with comment](#)

At the bottom of the browser window, the address bar shows the URL: <http://vkensvr1.vdom1.org/PI Notifications Acknowledgment/Acknowledgment.aspx?comment=true&contactid=9>

# Notifications: Visualisation



# Migration from RtAlerts, others

- Migration Tool provided to migrate from
  - RtAlerts
  - PI Alarm
  - SQC Alarm

# Conclusion

- **Simple**
- **Historized**
- **High Available**
- **Reusable**
- **Extensible**
- **Native Client Support**

# Releases

- Initial release: Q1 2008
- Next major release: 2008
  - Hierarchical notifications
  - Thin client
  - Root cause
  - Further client integration
- Down the road
  - Full analysis support